VideoMate Vista E700

Dual DVB-T PCIe Tuner Card
Start Up Guide

Compro Technology, Inc.
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VideoMate Vista E700F PCIe Tuner Card

VideoMate Vista E700 lets you watch and record two different digital TV broadcast signal on your PC with Microsoft certified Windows Media Center remote. VideoMate Vista E700 features two TV tuners for two digital TV broadcast signals, Remote Power On/Off, Power Up Scheduling, Digital Video Recording (DVR) functions, scheduled recording at anytime, crystal video quality, intelligent TV viewing, and multi-function remote control.

MINIMUM SYSTEM REQUIREMENTS

Your PC must meet or exceed the following system requirements to watch TV on your PC.

- 1.7 GHz Pentium IV or equivalent CPU for DVD-Quality recording or timeshifting
- 512 MB System Memory
- Sound card.
- Open PCI Express x1 slot.
- CD-ROM drive for software installation.
- Windows XP SP2 or Vista x86/x64
- 50 MB free disk space for basic software installation.

RECOMMENDED SYSTEM REQUIREMENTS

To use all the features of VideoMate Vista E700 PCIe card, your PC should meet the following requirements.

- 2.6 GHz CPU (with SSE 2) for HDTV watching and recording
- 3.0 GHz (with SSE 2) for PIP mode with 6 windows.
- 1.0 GB System Memory
- Sound card
- Open PCI Express x1 slot.
- CD-ROM for software installation
- Windows XP SP2 or Vista x86/x64
- Update the latest drivers of VGA, motherboard, and soundcard from vendors.
- 50 MB free space for software installation

- 600 MB (VCD-quality) to 3 GB (DVD-quality) per hour of recorded video
- ATX power supply and a computer case with a separate power switch cable from power on button.

Note

In order to receive digital terrestrial TV broadcast, you needs to have your own antenna which is crucial. Digital terrestrial TV broadcast uses about the same wave (UHF) as analog TV. It's recommended to have a fishbone-like antenna on the roof for receiving. More details can be found in the troubleshooting chapter of this manual.

Digital TV broadcast is different than normal analog TV. You will see no picture instead of noisy or blurred picture when the signal is too weak. Make sure you have a good antenna and strong digital TV signal in your location. Or you will have no TV picture at all.

VideoMate Vista E700 Package Contents

Vista E700
TV card

Windows Media
Center remote

Batteries

Start Up Guide

IR cable

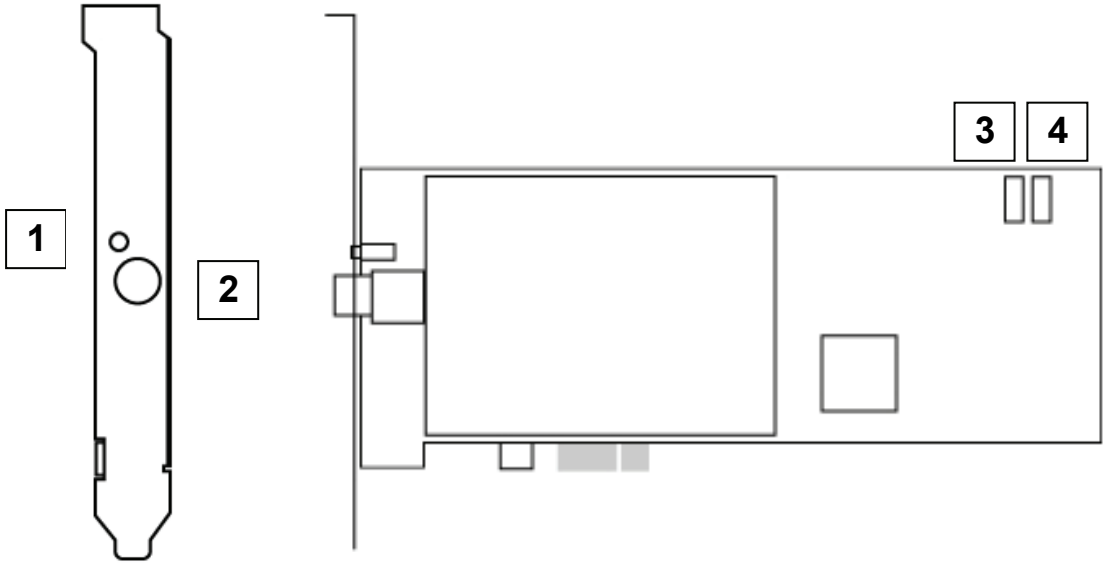
Power switch
patch cable

Installation CD

Ulead Software
CD

Low-Profile
Bracket

VideoMate Vista E700 Connectors



Item	Function	Description
1	IR	Connect the IR receiver here.
2	DVB-T	Connect to a digital TV antenna
3	To Case Power Switch	Connect the ATX Power Switch cable of your computer case here.
4	To Mainboard Power Switch Connector	Use the supplied power switch patch cable to connect to the ATX Power Switch pins on the mainboard.

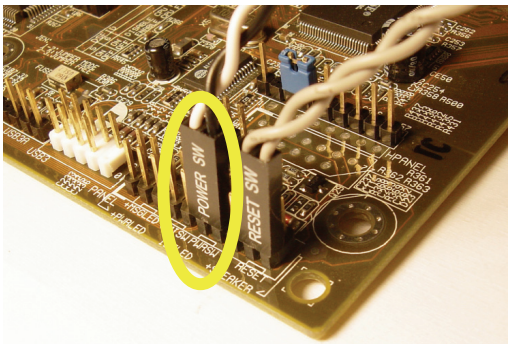
Hardware Installation

Warning

Unplug your PC's main power cord before installing VideoMate Vista E700 PCIe card. Failure to do so may cause damage to your VideoMate Vista E700 PCIe card and void your warranty.

1. Shut down your computer and **unplug main power cord.**
2. Remove the computer case cover.

Power Up Connections

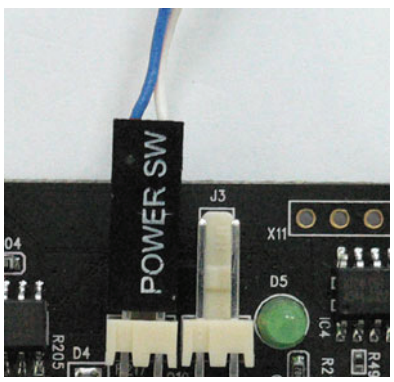


3. Locate the ATX power switch pins on your computer case and trace the wires to the power switch connector on your mainboard. The ATX power switch cable is normally a twisted pair cable with a two-pin connector as shown above.

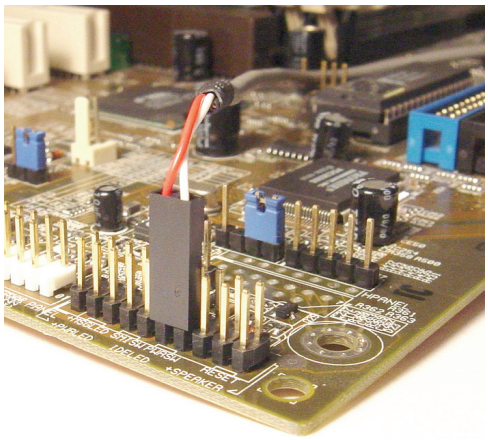
Note

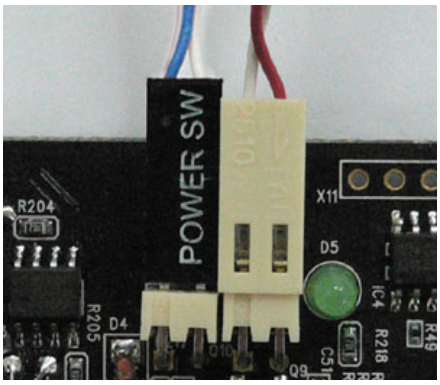
On the mainboard, the ATX power switch pins are usually labeled "POWER SW" or similar. It is vital to remember the position of these pins for a later step in the installation process.

4. Unplug the ATX power switch cable from the mainboard and connect it to the white connector named "JS1" on the VideoMate Vista E700 PCIe card, as shown on the right.



5. Connect the black socket of Power Up patch cable to the power switch connector on the mainboard.





6. Connect the white socket of Power Up patch cable to the connector named “JS2” on the VideoMate Vista E700 PCIe Tuner card.

Note

Double check your work. If you plug the cables into the incorrect pins, your PC may not start or otherwise function improperly.

Connect the white end of the Power Up patch cable to the TV tuner card and the black end to the mainboard.

Power Up Scheduling is not required for using VideoMate Vista E700 PCIe card. If you don’t want to use Power Up Scheduling from the Windows Shut down state, you can skip the power switch circuit connections, in other words, you can skip Power Up Connections in steps 3 through 6. You can still use scheduled recording from Standby mode or powered on state.

7. Insert VideoMate Vista E700 PCIe card in an open PCIe slot.

This completes the hardware installation. Please read the following notes and proceed to install the software.

Note

For best performance, the VideoMate Vista E700 PCIe card should not share its IRQ. For more information, please see the Troubleshooting section.

If the computer cannot be turned on, verify the position of the power patch cable on the mainboard. Consult the mainboard documentation to determine the position of the ATX power switch connector.

Power Up will start your computer 5 minutes in advance of the scheduled recording time, for example, if you have set ComproDTV 4 to record a program at 4 o'clock, it will start your computer at 3:55. Therefore, you need to shut down the computer before 3:54 in order to let Power Up start the computer.

Power Up from Windows Shutdown mode, i.e., ACPI S5 state, requires:

- An ATX power supply in your PC.
- Motherboard support for PCI Express x1 in order to have 3.3V standby power.
- ATX powers switch cable, which is a pair of twisted wires with a two-wire connector, as shown to the right.

If you don't have the above items, you can still use Power-Up Scheduling with Windows Stand by mode, i.e., ACPI S3 state, if your system supports it.

You can use VideoMate Vista E700 PCIe card without using Power Up Scheduling. If you don't want to use Power Up Scheduling from the Windows Shut down state, you can skip the power switch circuit connections.

The ATX power switch cable is not polarized. You can plug it in either direction.

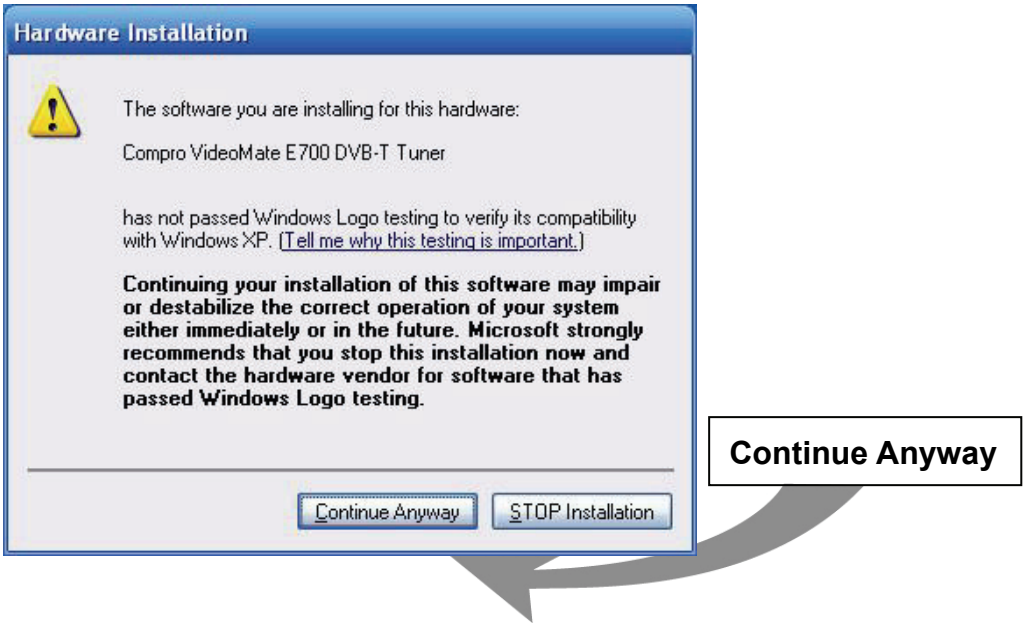
Software Installation

After installing the PCIe card and cables in your computer, you should restart it and follow these steps to install the software.

Step 1. After restarting, Windows will detect your VideoMate Vista E700 PCIe card and start the Add/Remove Hardware Wizard, prompting you to install the VideoMate Vista E700 PCIe card drivers. Please press **Cancel** and go to the next step.

Step 2. Insert the installation CD into your CD drive. If you have Autorun enabled, the installer will start automatically. (If Autorun is disabled, double-click on “setup.exe” on the installation CD.) You can choose **Complete** to install all necessary software (VideoMate Vista E700 drivers, ComproDTV 4 and ComproHID) or choose **Custom** to select item by item. Compro recommends you choose **Complete**.

Step 3. If you see the Windows Logo testing message, below, please press “Continue Anyway” to proceed.


Hardware Installation
The software you are installing for this hardware:
Compro VideoMate E700 DVB-T Tuner
has not passed Windows Logo testing to verify its compatibility with Windows XP. (Tell me why this testing is important.)
Continuing your installation of this software may impair or destabilize the correct operation of your system either immediately or in the future. Microsoft strongly recommends that you stop this installation now and contact the hardware vendor for software that has passed Windows Logo testing.
Continue Anyway
STOP Installation
Continue Anyway

Step 4. Press **Next** to install ComproDTV 4

Step 5. After each program is successfully installed, press **Finish** to proceed.

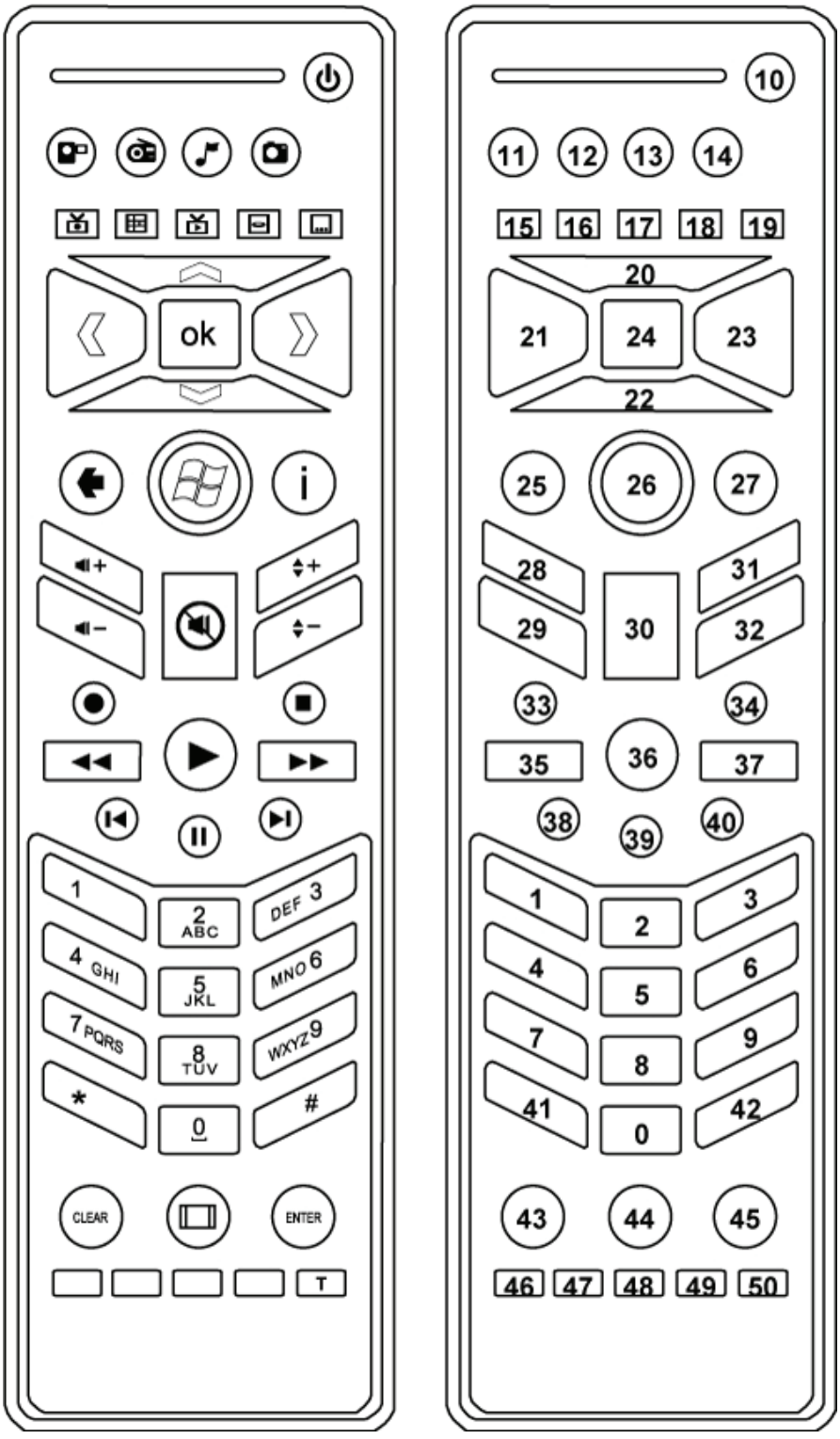
Step 6. When installation completes, press **Finish** to restart computer.

Step 7. When computer is restarted, please start up ComproDTV 4. Select “Compro VideoMate E700 DVB-T Video Capture” for Video Device. Also choose your country for the country selection and then press OK.

Step 8. It will ask you if you want to scan channels. Please select OK to start scanning. After channel scan is finished, please press OK.

Windows Media Center Remote for Vista E700

Compro VideoMate Vista E700 bundles the easy-to-use Microsoft certified remote control to controls the Windows Media Center and also ComproDTV, software. Some keys are special designed for Windows Vista Premium/Ultimate, it may not be used in Windows XP system.



No.	ComproDTV 4	Windows Media Center (MCE)
0-9	Number Key	Number Key
10	Power On/Off	Power On/Off
11	Videos (MCE)	Videos (MCE)
12	Radio (MCE)	Radio (MCE)
13	Music (MCE)	Music (MCE)
14	Pictures (MCE)	Pictures (MCE)
15	Recorded TV (MCE)	Recorded TV (MCE)
16	MCE Guide	MCE Guide
17	Live TV (MCE)	Live TV (MCE)
18	DVD Menu (MCE)	DVD Menu (MCE)
19	DVD Sub (MCE)	DVD Sub (MCE)
20	Up arrow or select Mono/Stereo/SAP	Up arrow
21	Replay or switch TV format	Left arrow
22	Down arrow or snapshot	Down arrow
23	Advance in Timeshifting	Right arrow
24	OK	OK
25	EPG (US only)	Back
26	Media Center	Media Center
27	Zoom In/Out	More
28	Volume up	Volume up
29	Volume down	Volume down
30	Mute	Mute
31	Channel up	Channel up
32	Channel down	Channel down
33	Record	Record
34	Stop/Live	Stop/Live
35	Replay/Rewind	Rewind
36	Timeshift Play/Pause	Play/Pause
37	Advance/Fast forward	Fast forward
38	The last channel	Skip rewind

39	Timeshift Play/Pause	Play/Pause
40	Change scale of screen	Skip Forward
41	-----	-----
42	Channel surf	-----
43	Sleep function	Clear
44	-----	Zoom
45	Playlist	Enter
46	C.C Language	Red
47	ComproDVD	Green
48	ComproDTV	Yellow
49	ComproFM	Blue
50	Setup	Teletext on/off

Remote Power On/Off

Introduction

Compro has always focused on developing products of great convenience. VideoMate Vista E700 PCIe card features the Remote Power On/Off function for greater convenience. This section explains the details.

Integration of hardware and software support, you can start your computer from the shut down state by pressing a button on the remote keypad. You don't need to reach over to your computer anymore. You can also shut down the computer by remote control as well. No more mouse click on the screen. This feature converts your PC into a convenient home entertainment video appliance.

Using Remote Power On/Off

Make sure you follow the instructions of the installation guide. You will be able to use Remote Power On/Off immediately.

Remote Power On

Please put batteries in the remote control. **Pressing the power button which is on the top of remote control**, it will start your computer. If the computer does not start up, you may have to install the TV card's driver correctly and set a schedule first in order to use this feature.

Note

You must correctly install the Power Up connectors to use Remote Power On/Off function. See Hardware Installation section above for more information.

There will be a two second delay before the PC powers on.

You have to install the TV card's driver correctly before using this feature.

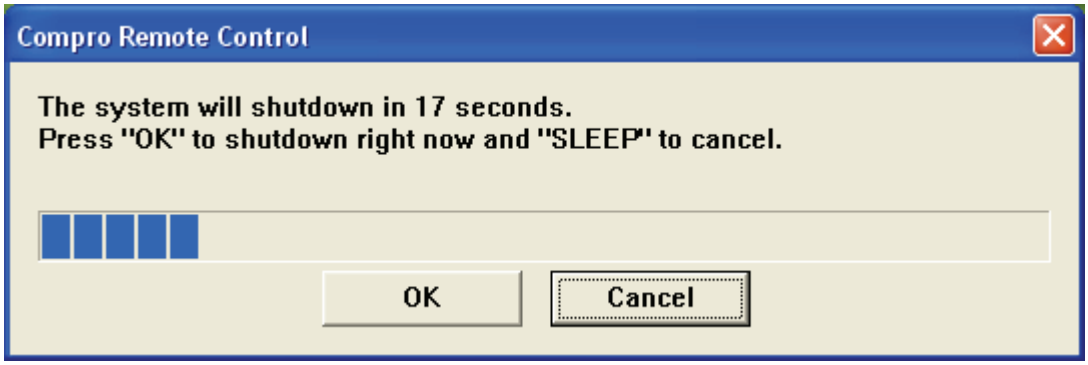
This feature cannot logon your system. You may need to enter your user name and password.

Remote Power Off

There are two situations for this operation.

When not watching TV, i.e. no ComproDTV 4 running:

Just press the "CLEAR" button on the lower-left corner on the remote keypad; you will see a dialog as shown below. Program will countdown 20 seconds to shutdown the computer. If you don't want to shut down the computer, please press the CLEAR button again, in other words, pressing the CLEAR key a second time is the same as pressing the "Cancel" button. You may also use your mouse to press the cancel button. Press OK to immediately shutdown the computer.


Compro Remote Control
The system will shutdown in 17 seconds.
Press "OK" to shutdown right now and "SLEEP" to cancel.
OK
Cancel

When watching TV, i.e. ComproDTV 4 is running:

Just press the CLEAR button on the lower-left corner on the remote keypad repeatedly, you will see the text on the screen turns to SLEEP OFF, SLEEP ON - 30 MINUTES, SLEEP ON - 1 HOUR, SLEEP ON - 2 HOURS, and SHUTDOWN. When the text shows SHUTDOWN, it will countdown 20 seconds to shutdown your computer. If you don't want to shutdown the computer, please press the CLEAR button again.

Note

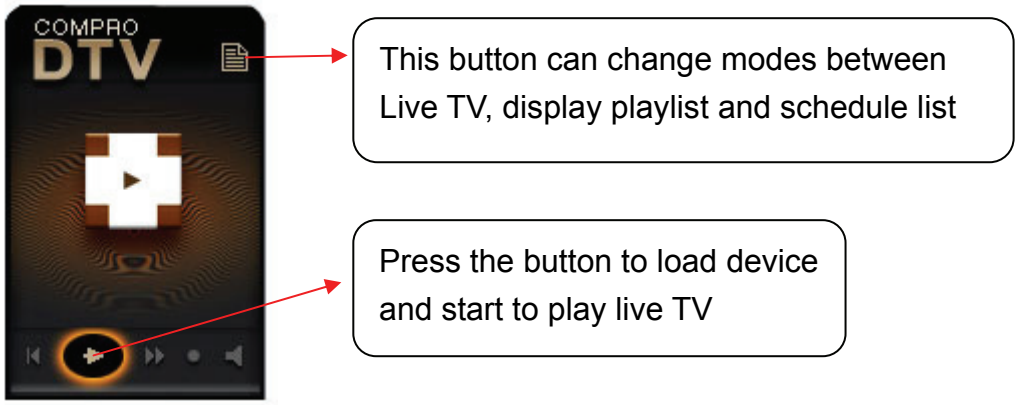
Make sure you save all open files before using remote shutdown function.

ComproDTV Vista Gadget Tool for Vista

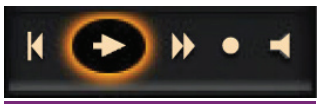
The Compro gadget tool is designed to provide the more convenient TV experience in Windows Vista. It will be installed from the Compro installation CD, and you can delete and add it from gadget setup.

UI Control

DTV Gadget has three modes including **Live TV mode, display playlist, and display scheduled list**.

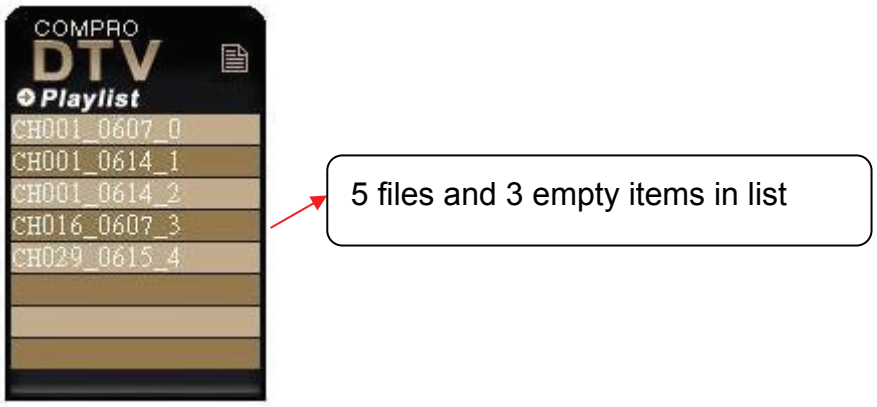

COMPRO
DTV
This button can change modes between Live TV, display playlist and schedule list
Press the button to load device and start to play live TV

The buttons from left to right sides are:



Channel down in live TV mode
Start/Stop Live TV, Play/pause from playlist
Channel Up in live TV mode
Start/stop record live TV
Mute

Playlist mode: It just displays first eight files in the list you recorded, if there are more than eight files in folder, the ninth file or rest of files will not be display. The figure in below shows the playlist style:



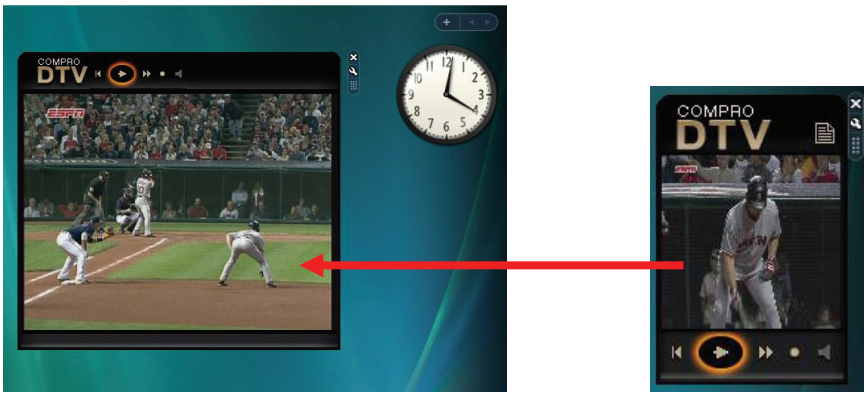
If clicking any files, the gadget will change to play mode from playlist mode, then playing the file you clicked.

Scheduler list mode: This mode will display the top 5 of your current scheduled list, you can click any of the scheduled item and check the detail information of it.

The last mode is schedule view which has two different parts. First, there is a table that has five rows; it means that schedule view will allow the first five schedules in the list. Second, if clicking the item, it will change to another part, which show in detail about the schedule you clicked. Clicking again will go back to first part. The process showed as below:

Dock and Undock Gadget Window:

Only docked gadget has three modes, the undocked gadget only support live TV/playback video mode, and its size is bigger than docked one. You can direct drag the gadget window to the other place out the sidebar and shows the bigger undock window to watch TV or playback recorded video files.

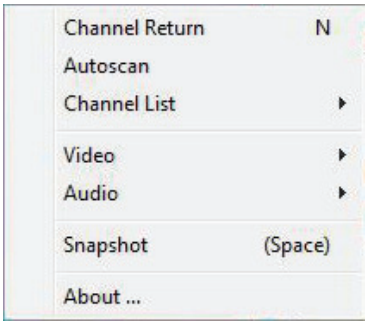


Directly drag gadget windows out the sidebar and shows the bigger window

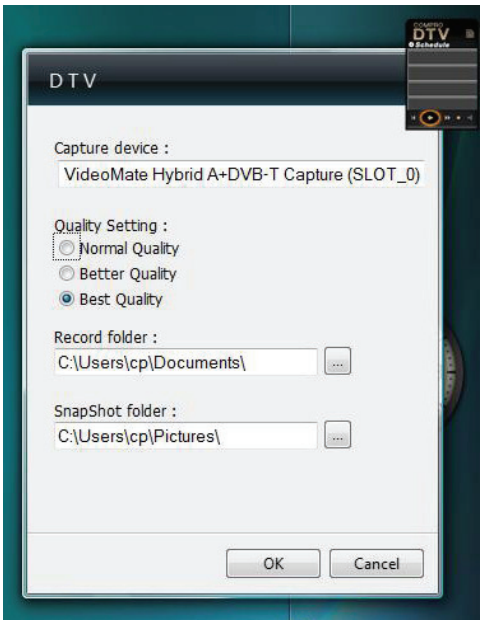
Because undocked gadget lacks playlist, if you wants to play a file in undocked mode, you can drop a file into the window of gadget to play a file .(in docked mode, you can also play a file by dropping a file into gadget) The control of button in undocked mode is the same as docked mode.

Pop Menu

Click the right mouse button on the gadget window; it will open the pop menu for selection. You can return to last channel, autoscan available channels, select channel to watch from channel list, select video source, adjust audio volume, or snapshot TV screen.



Gadget Settings



Settings of gadget have four parts included:

- Capture device : to select capture devices .(when running gadget first time or having more than one device, this item is needed)
- Quality setting : to select recording quality
  Normal: VCD format.
  Better: SVCD format.
  Best: DVD format.
- Record folder: a directory to place recorded files.
- Snapshot folder: a directory to place picture.

ComproDTV Windows Media Center Add-In

ComproDTV Add-In is practical feature for Windows Media Center. It provides you the most user-friendly environment. After install Compro software at Vista, just click the Media Center icon → program library → DTV Add-In, and you can enjoy Live TV at Windows Media Center.

While this environment provide you some useful function shown as below, when the function is working on, the text will turn blue to red while your mouse cross over it:

Full Screen button:
To enable the full screen mode of live the TV window.

Channel Scanning button:
To channel scan all the available channels.

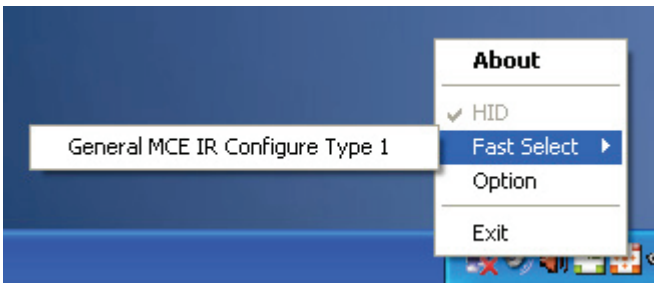
Record button:
To record the TV show to your hardware drive.

Timeshifting button:
At Compro software will not forced to execute but let you control this function by yourself.

Snapshot button:
It provides you the more instinct interface. As soon as you snap one shot, and it will be shown directly on the left and bottom corner of DTV Add-In for preview.

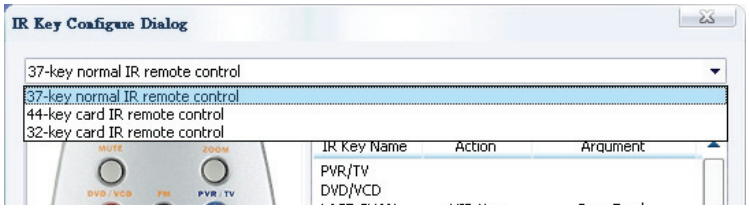
HID (Human Interface Device) for Compro Remote

After you install the software, you can see the remote logo show in your system bar.
You can choose the “Option” to enter the setup window.



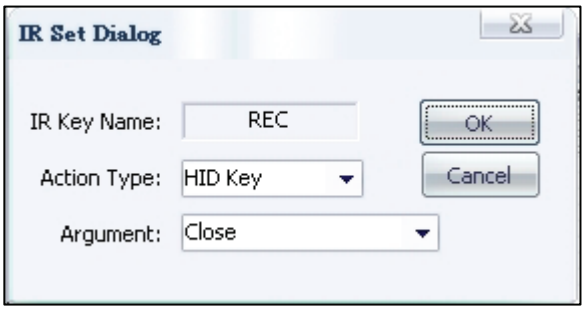
Setup:

Step 1: Choose the type of your remote control. (There are many type of remote from Compro, please select the remote picture as you have).



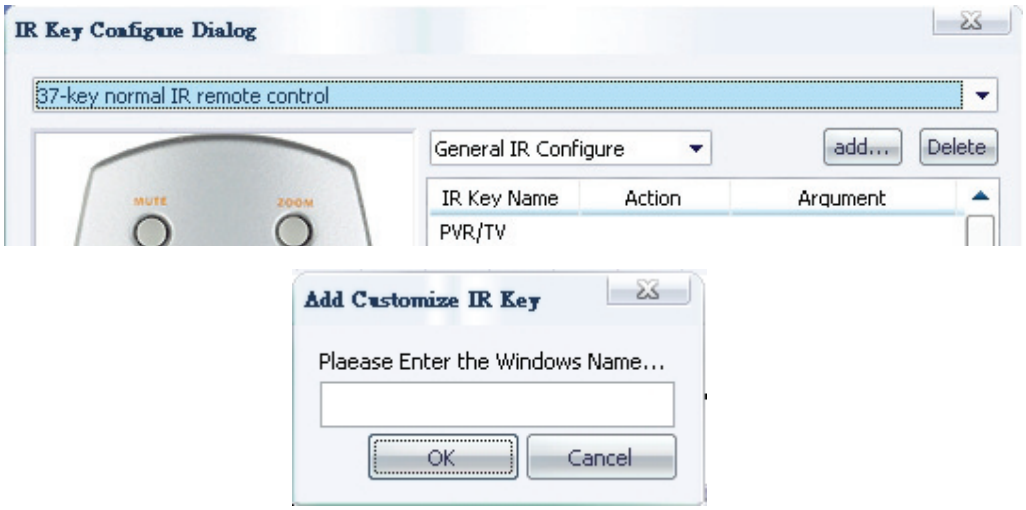
Step 2: Choose one IR function you want to change.

Step3: Set the IR dialog you want and press OK button.



Step4: Repeat setp1 to 3 to run all the changes.

You can also set a whole new program of your remote control in some particular software or window.
Press “Add” button and enter the name you want. Repeat the step 1 to 4.

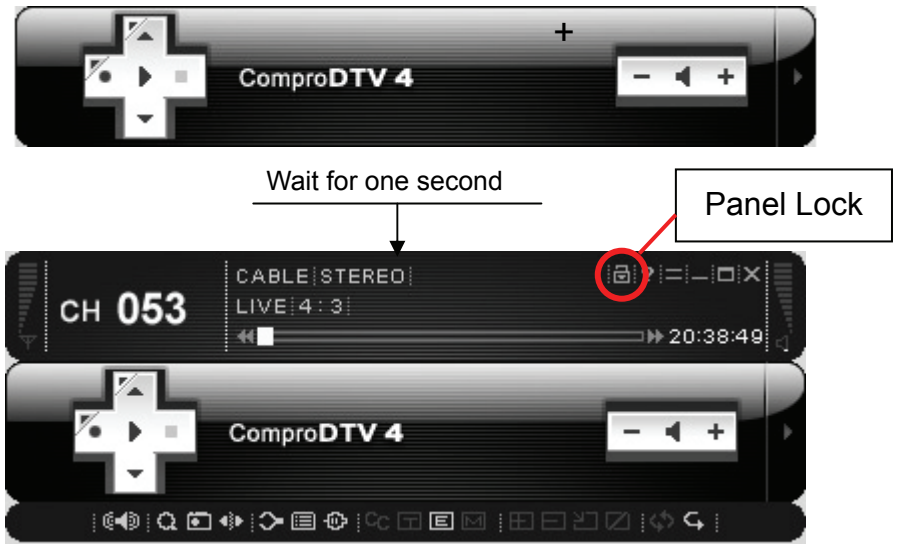


Note

If you have any Windows Media Center system in your PC, such as Windows MCE, Vista Premium, Vista Ultimate, this function can replace the windows remote control. HID can also combine the Compro software control in the MCE interface to make you more convenient.

Open and close the ComproDTV 4 control panel

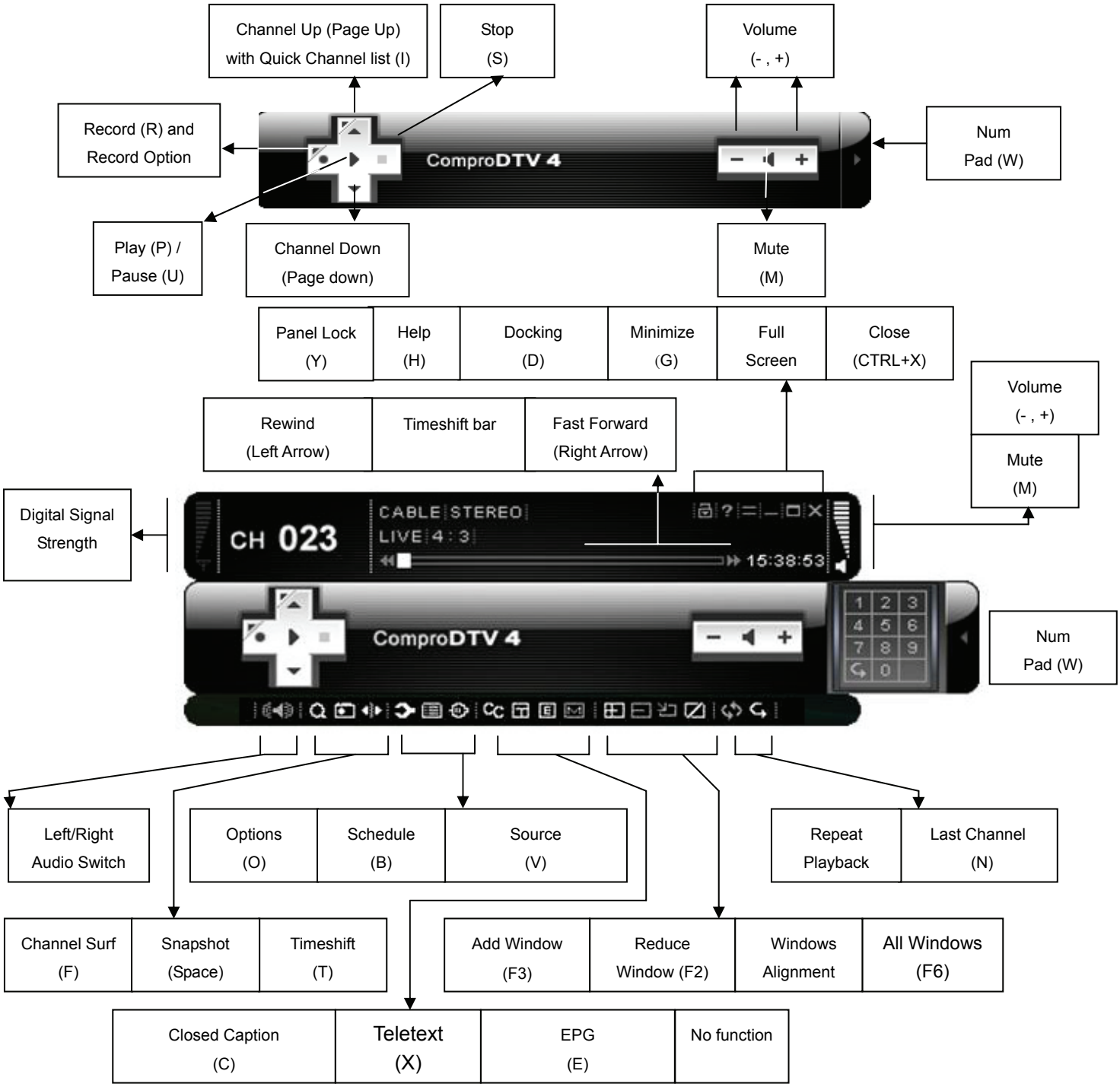
To open more options, please move your cursor to the top/bottom of the Control Panel until you see your cursor become “+”. You may click the Lock button to disable auto hide.

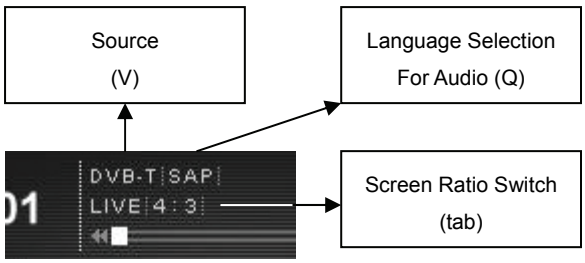


ComproDTV 4

Control Panel

The ComproDTV 4 control panel resembles the controls on a VCR. Please note that not all options are available at all times, and may be grayed out or inaccessible depending on your hardware setup and TV services available. The following figure gives you the function of the button with (Hot Key).





HotKey	Description
A	Enable/Disable Always-on-Top function for TV window.(Oregon circle on the upper-right corner of the TV window)
L	Sleep function
F7	Video Desktop
F8	Open snapshot dialog box

Note: Language select is only available while the program supports it.

Start ComproDTV 4 and watch TV

After installation, just press the yellow button of the last line on remote or double click the ComproDTV 4 icon on the desktop you will be able to watch TV. Same as operating a normal TV set. Watch TV programs on your PC, in full-screen mode or in a window. Channel up and down. Close ComproDTV 4 and even shutdown the computer with the full function remote control keypad.

Options

Press the Options button to open the Options dialog box. You can change detail settings of ComproDTV 4 here.

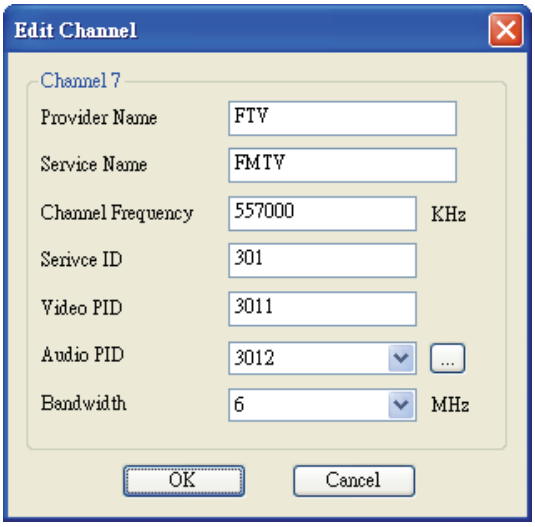
TV Settings

This option gives you the way to manually set the method of scanning TV programs. Select your choice here or use default channel table to do the scanning.

Autoscan

The first time you start ComproDTV 4, Autoscan will automatically scan for available TV channels for TV signals. You can rescan the channels at any time by pressing the **Autoscan** button.

When **Autoscan** is finished, detected channels are automatically enabled and marked with the green check mark ☑. Channels, where a valid signal could not be detected, are



disabled and marked with a blank. However, you can interrupt the scanning process by pressing the **Stop** button.

After you are finished scanning for available channels, you may select **OK** to return to the display window, or customize the channel list according to your preferences, as described below.

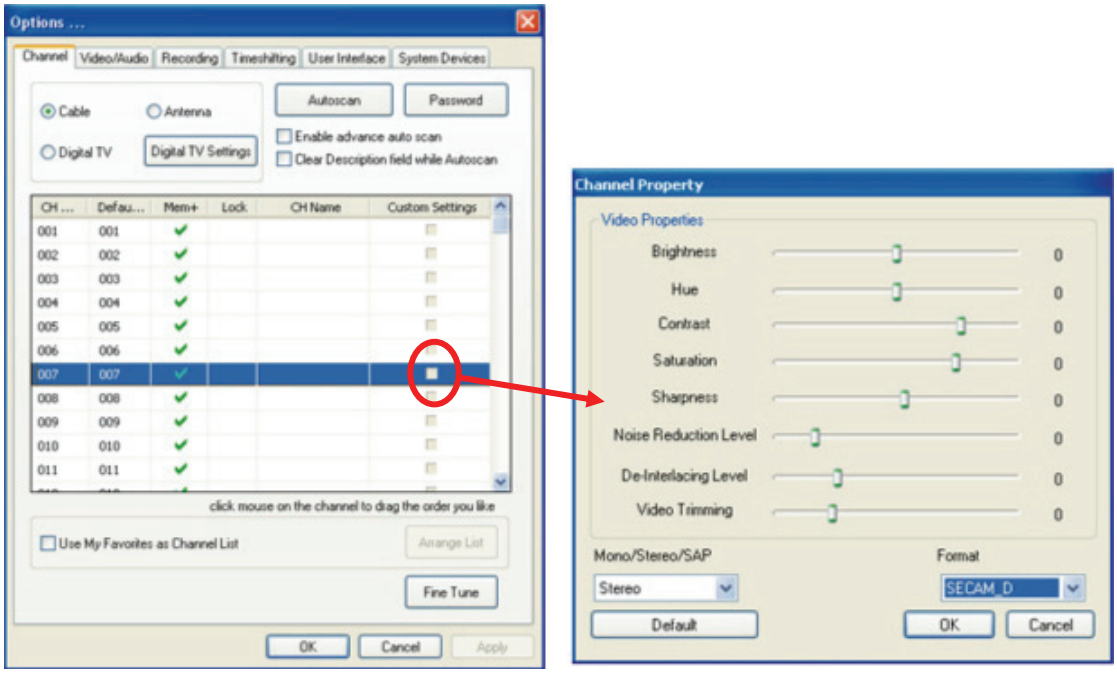
Channel Naming

You can customize the channel names by double-click on the **Description field** of the channel you wish to rename.

You can do more changes on the channel's property by right-click the mouse on the **Description field** of the channel you wish to edit.

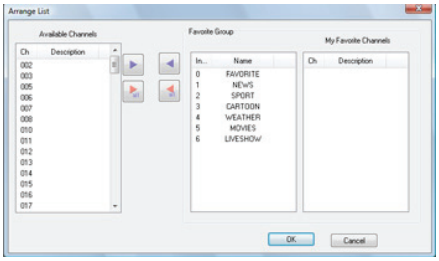
Custom Settings for each channel

You can customize each channel properties by click the icon in "Custom Settings" filed and edit it.

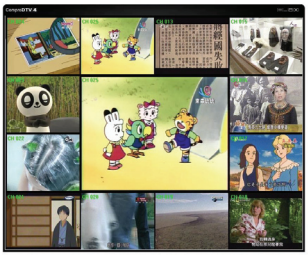


Using my favorite channel list

You can click to select using my favorite channel list from option window. And exit the list by yourselves to makes channel switch more convenient.



Channel Surfing



While watching TV, the channel surfing feature displays a 4x4 grid of channel images to give you an overview of available programming. Double click the channel screen can direct jump to the channel you want.

PIP/POP mode

Usually, digital TV station broadcasts multiple programs on one frequency. Therefore, ComproDTV 4 in Vista E700 TV card supports up to 1 main DVB-T channel windows, 3 sub channel windows, and playback recorded video file at the same time if available. Or watch 1 live analog TV show and playback recorded video file at once.

You can press the **Add/Reduce Window** button to open a slave window for that. Please see the following picture.

Main window has all features while slave window has limited functions only. Double-click on the slave window can switch the TV program to the main window. **Alignment Window** button will put slave window(s) into main window which is convenient for you to watch multiple programs on full screen mode.

The buttons on the upper-left corner slave window are Channel Up, Channel Down, Mute, Windows Alignment, and Close respectively. Slave window can be resized by mouse dragging lower-left corner to any ratio.

Advanced Multiple Video Display Mode

ComproDTV 4 also supports 2 or above Compro products connect and watch it at the same time. If you have more than one Compro analog or digital TV cards and USB TV box, you can use it to watch the live TV from different devices.

When Starting PIP mode, there will be two option for you to choose;

1. “Digital Sub Window” → If any one of connected products have digital TV feature.
2. “VideoMate xxx (another installed product name) Video Capture” → Other analog or digital TV cards/USB box.
   (Pictures below show the H900 for example of the second device)

Choosing the “Digital Sub Window” will open a new window to view the digital sub channels in the same frequency of the main window. Choosing the “VideoMate xxx Video Capture” will open a new window to view digital or analog channel with the second tuner in other products, which you are able to tune to any channel you prefer. However, you are only allowed to have one channel from the second tuner. Therefore, you can view total of five channels with main window’s channel and three sub channels of the main window and another channel of the second tuner. Furthermore, you can also have another window to playback recorded file which now allows you to watch total of 6 windows at the same time.

Note

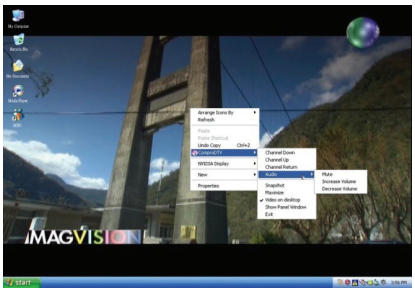
Running additional windows consumes more CPU usage. If CPU usage reaches 100%, then video lag will occur. Please reduce the number of windows.

When main window changes the channel to another frequency, slave window(s) will move to available programs of another frequency. The slave window will show black if there is no additional program on this frequency.

Slave window has no full screen mode. Please double-click on slave window to switch program with main window in order to do so.

It is available to hear audio on multiple programs at the same time. You can mute or un-mute the sound of slave window(s) at any time. However, main window audio can’t be muted separately from slave window(s).

Video Desktop



While watching TV, you may right-click on the TV screen and select video on desktop or press the hotkey (F7) to activate Video Desktop mode. This mode makes the video source as your desktop screen. It is similar with full screen but the desktop icons and taskbar will remain on top. The following picture shows the TV on the desktop.

For the Video Desktop feature, you needs to enable the “Use Overlay Surface” feature in the setup dialog box of Option→Video/Audio.

Right-Click Mouse Menu

If using mouse to right-click on the TV screen, you can see a menu pop up. There are many useful options for your convenience.

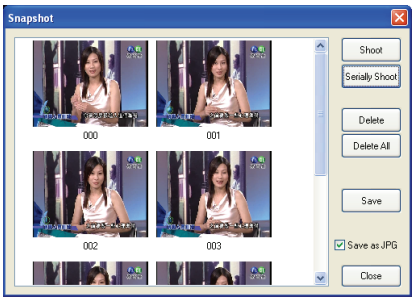
Zooming image

If you would like to see more details on a certain part of a video image, you can press the mouse right button to drag a zone of the screen. You will see the zoomed image.

Also you can press the mouse right button and move on the screen to shift the zoomed area of the image. Just click the mouse left button to resume normal mode.

Still Image Capture

Click on the capture icon on the control panel or hit the "Space Bar" of the keyboard shortcut to capture an image of the display window. You can see the screen capture dialog as below. You can setup to save it as jpg or bmp format in the ComproDTV option → interface. And also setup the picture compress quality in jpg file.



Recording

ComproDTV 4 supports MPEG-2 and Transport Stream formats recording.

To instantly start recording:

Press the **Record** button . ComproDTV 4 starts recording the video source currently showing in the display window. It will save it to a file on your disk. **If you already start recording, you still can click the record button to setup 30, 60, 90, and 120 minutes recording immediately. Thus, you can go out without worry about the record still ongoing.**

Press the Stop button to stop recording. ComproDTV 4 will save it automatically and show the file name on the screen.

You can also use the schedule recording by press **Schedule** button on control panel of ComproDTV 4.

Timeshifting

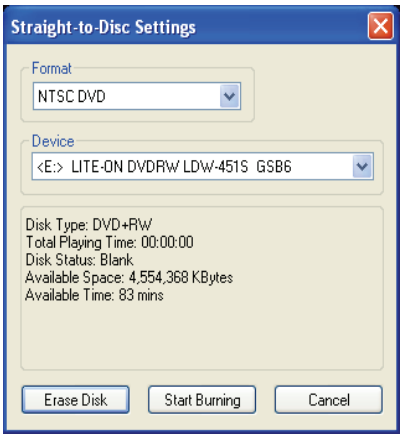
Timeshifting temporarily saves the video to your hard disk for a specified period of time so that you can pause, replay, or skip commercials during live TV, without interrupting an ongoing recording session.

Press the **Timeshifting** button and the Time Monitoring bar will appear.

You may also press the **Advance** (for commercial skip) and **Replay** (for instant replay) buttons on the control panel or remote control to navigate through the program. When you return to your seat, you can resume viewing the program from the point when you left.

Straight-to-Disc

Click on the top left corner of the icon on the control panel and select Straight-to-Disc. The Vista E700 TV card supports DVD formats direct recording in digital TV.



You can see the straight-to-disc dialog as above.

Format: Display the recording format.

Device: Choose the DVD-R device here.

Erase Disk: If the disc is re-writable and not empty, you need to erase it first.

Start Burning: Press this button to start burning disc.

Stop: Press the button on the control panel to stop burning.

Cancel: Press this button to exit the dialog.

Note

You need to install the bundled Ulead DVD MovieFactory 5 SE software in order to have this feature. If you don't have Ulead DVD MovieFactory 5 SE in the package, then this model doesn't support it.

ComproDTV will estimate your CD or DVD capacity automatically. It will stop recording when it comes full.

Troubleshooting

OS requirement

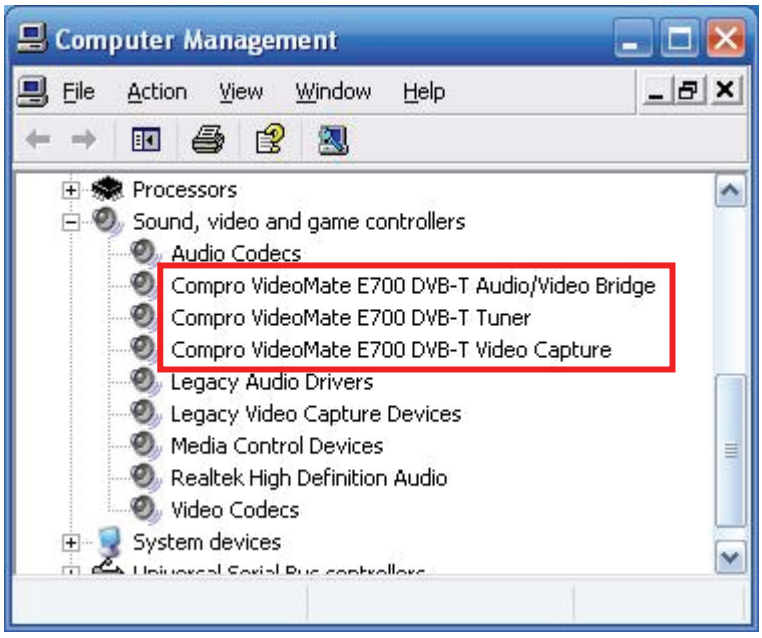
VideoMate Vista E700 PCIe card has to work on Windows XP SP2 or Vista. You are welcome to www.WindowsUpdate.com website for the Service Pack update of Microsoft.

VideoMate Vista E700 PCIe card can also works on Microsoft XP Media Center 2005. Make sure you have install driver correctly (see below) and DVD decoder like ComproDVD, NVDVD or WinDVD 6.0. For more information on MCE 2005, please check Microsoft website.

Driver Installation

The most common cause of problems with the TV Tuner Card is incorrect installation of the TV capture and TV tuner drivers. If you have problems watching, recording, or timeshifting live TV, please check the status of the drivers with Device Manager.

You should see "Compro VideoMate E700 DVB-T Audio/Video Bridge", “Compro VideoMate E700 DVB-T Tuner” and “Compro VideoMate E700 DVB-T Video Capture” devices, in the "Sound, video and game controllers" section of Windows Device Manager. (Same as Vista E700 version)



If these drivers are not there, uninstalling and reinstalling the VideoMate Vista E700 PCIe card drivers can help. Use the Add/Remove Programs Control Panel applet to uninstall the drivers. Reinstalling the drivers should fix this problem.

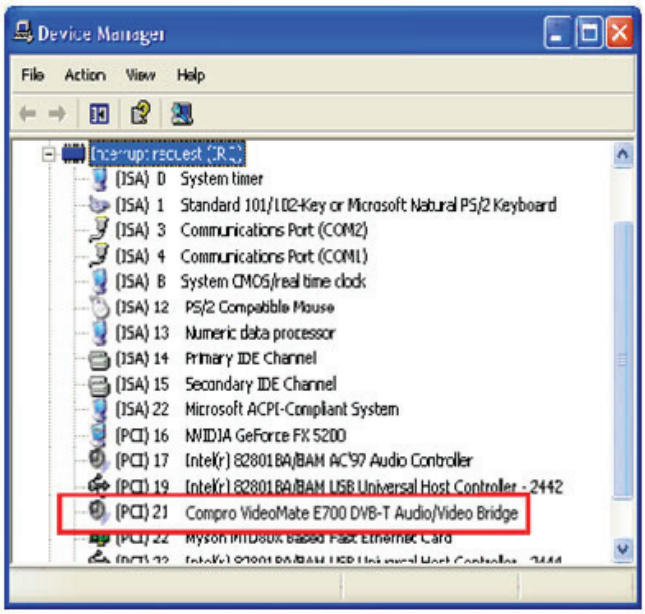
Error Code: 0x1000006

This error code generally indicates a driver installation problem. Please uninstall and reinstall the drivers. Follow the steps described above.

If the problem persists, your problem could also be the result of an IRQ conflict. IRQ conflicts happen when other devices, e.g., network card or sound card, in your computer share the same IRQ with your TV tuner card.

Use the Device Manager to detect IRQ conflicts. In Device Manager, choose "View->Resource by type" and click on the "+" besides Interrupt request (IRQ). You should see the following.

For best performance, no device should share an IRQ with the VideoMate Vista E700 PCIe card.


Device Manager
File Action View Help
(ISA) 0 System timer
(ISA) 1 Standard 101/102-Key or Microsoft Natural PS/2 Keyboard
(ISA) 3 Communications Port (COM2)
(ISA) 4 Communications Port (COM1)
(ISA) 8 System CMOS/real time clock
(ISA) 12 PS/2 Compatible Mouse
(ISA) 13 Numeric data processor
(ISA) 14 Primary IDE Channel
(ISA) 15 Secondary IDE Channel
(ISA) 22 Microsoft ACPI-Compliant System
(PCI) 16 NVIDIA GeForce FX 5200
(PCI) 17 Intel(r) 82801BA/BAM AC'97 Audio Controller
(PCI) 19 Intel(r) 82801BA/BAM USB Universal Host Controller - 2442
(PCI) 21 Compro VideoMate E700 DVB-T Audio/Video Bridge

If another device shares an IRQ with the TV tuner card, remove other PCIe cards from your PC and insert TV card on the third or fourth slot from AGP only (if available). Then uninstall and reinstall the TV card driver. This usually solves the problem. If the problem persists, you should move the PCIe TV Tuner card to another PCIe slot.

After you are able to successfully use ComproDTV 4, install the other PCIe devices one at a time. Restart your system and test ComproDTV 4 after installing each card.

Note

Pay attention to the IRQ numbers of networking, sound, Graphic, and SCSI cards. They should not share IRQs with the TV tuner card.

No digital broadcast signal

In order to receive digital terrestrial TV broadcasts, an antenna is crucial. Digital terrestrial TV broadcast uses about the same wave frequencies as analog TV (UHF). It's recommended to have a fishbone-like antenna (see figure) on the roof for reception.

Make sure you position the antenna in the direction of the TV broadcast base. Adjust the position for the best reception.

Digital terrestrial TV's determined by government policy. The broadcast bases will be increased in order to cover the entire country. Please check the related government website for more information about the strength of digital terrestrial TV broadcast in your area.

You can check how good the signal is in your location by performing a simple test. Please plug in the antenna into an analog TV set. Then check if this TV set can receive a good TV signal. If the picture is not clear, the digital terrestrial TV broadcast signal is about the same. The difference is when the program data is not sufficient, you may see a blank screen or the video will be scrambled.

Note

Digital TV broadcast is different than normal analog TV. You will see no picture instead of noisy or blurred picture when the signal is too weak. Make sure you have a good antenna and strong digital TV signal in your location. Or you will have no TV picture at all.

Why won't my PC start?

Don't panic. The most common reason for this is because you connected the ATX power switch cable to the wrong pins on the mainboard. Verify the position of the power patch cable on the mainboard. Check the mainboard documentation to verify the position of the connector for ATX power switch cable.

If that doesn't help, remove the TV card and restart your PC. If you still cannot turn the computer on, the problem is not caused by VideoMate TV. Recheck the ATX power switch cable connection.

My PC cannot shut down?

In rare circumstances, the VideoMate Vista E700 PCIe card must be reset. Unplugging the AC power cord from the PC case for 10 seconds will reset the card.

When you set up for scheduled recording, VideoMate Vista E700 PCIe card will issue the Power Up signal to the computer until ComproDTV 4 starts. If your computer cannot start ComproDTV 4 for some reason, the TV tuner card will try to wake up PC even while you shut it down. Unplug the main power cord to reset VideoMate TV card. You can shut down the computer normally after that.

Other possible causes of this problem include:

1. If you have a multi-Boot system and ComproDTV 4 is not installed and running on the default OS. Solutions: Set the default OS properly or install ComproDTV 4 on the default OS.

2. There may be other, independent problems preventing Windows from starting normally. Solution: Remove the VideoMate Vista E700 PCIe card and troubleshoot PC start up. Remember to correctly reconnect the power switch cables.

3. Some external software may be interfering with ComproDTV 4. Shutting down unnecessary software can help.

4. The ComproDTV 4 Scheduler shortcut is missing from the Programs “Startup” folder. Reinstalling ComproDTV 4 can help.

Video OK / No Audio

If you can view the TV picture but get no audio, you should check the following:

Please check that the WAVE sound is not muted or volume too low in the Windows Volume Control dialog. (Double-click on the speaker icon in the system tray.)

Also check the sound is not muted or volume too low in the Windows Volume Control dialog. (Double-click on the speaker icon in the system tray.)

Sometimes updating the sound card driver from vendor or TV card’s driver and application may help as well.

Can I playback recorded video in main window?

Yes, you may deselect “Playback in PIP mode” in “Video/Audio” tab which can be found under “Options” of ComproDTV 4.

You may also playback in sub window, then double click the screen to switch the content of the main and sub window.

Why does the remote control fail?

The remote control sensor, which is plugged into the TV card, may be loose. Please unplug it and plug it in again. You should also check the batteries of the remote control. Do not use rechargeable batteries.

Verify that the IR icon (ComproRemote) is in the system tray on the lower-right corner of the screen. If you don't have ComproRemote on the system tray, start the following program:

C:\Program Files\ Common Files\VideoMate\ComproRemoteDTV.exe

Then you should see the icon on the system tray. The IR icon should turn bright when you press buttons on the remote.

If you see no response, please move your mouse cursor on the IR icon. If you see it shows “No Device,” your drivers may not be not properly installed. Please remove ComproDTV 4 using "Add/Remove programs" in the Control Panel and reinstall it.

Some devices may emit the IR signals. Please check if there are any microwaves or lights that may be doing this. And make sure as few cables as possible are crossing the IR receiver.

Why are images scrambled？

Please update the video and sound card drivers from vendors’ web sites. Make sure the driver for motherboard chipset is also up to date. The default drivers supplied with the Windows operating system are usually too old to operate correctly. If you still have problems, please install the latest ComproDTV 4 and driver from our website.

Why can’t I playback the recorded video?

The usual reason for this problem is conflict with some CODEC software, such as Nimo, K-Lite, and Stormcodec. This kind of software forces applications to use their CODEC for play back. Therefore, the recorded file cannot be played

since an incompatible CODEC is being used for playback. Uninstalling the CODEC software will help. Also reinstalling DirectX usually solves the problem. (See our website for how to reinstall DirectX)

How can I record as a different video format?

Digital program is a fixed MPEG-II format file already. ComproDTV 4 can't change it and will save it into hard disk directly. Only Analog TV, Composite, S-Video, or component input video can be software encode to your choice of MPEG-1, MPEG-1, or MPEG-4 video format. You can do that in the Record tab in Settings of ComproDTV 4.

Contacting Compro Technical Support

Before you submit an email for support, please check support FAQs on our web site. **http://www.comprousa.com/New/tw/supports.html**

You can download the latest update from our website. Many issues should be solved on the newer version. When contacting Compro for technical support, please use the Compro support request form and provide as much of the requested information as possible. Please write the details in order to determine the problem. And also provide the product serial number (15 digits numbers) on the PCI-E card. Please use the form from below or email to **support@comprousa.com** or use the customer service form from the link: **http://www.comprousa.com/New/tw/form.htm**

Note

Make sure you include the information of hitting the button of "E-mail Info" in the Device Settings in Settings of ComproDTV 4 in order to determine the problem.

In order to solve the problem quickly, it is very important to provide as much detail as possible.